

Medina County District Library Volunteer Handbook



Welcome

Thank you for volunteering your time and energy to the Medina County District Library (MCDL). Because of caring people like you, the library is able to provide outstanding programs and services to our community.

The purpose of this handbook is to give you an overview of the library's volunteer program and the information you will need to gain a better understanding of the library system including its mission, beliefs and services as well as our expectations for our volunteers.

Your Volunteer Liaison will provide you with an orientation and training session regarding your duties. As you begin your volunteer service, we are certain you will have questions that will need more specific answers than may be covered in this handbook. Please consult your Volunteer Liaison.

We hope that volunteering for MCDL is a positive and fulfilling experience and that you recommend our volunteer program to your friends.

Volunteer Management

When you begin your service as a volunteer you will report to your Volunteer Liaison who will provide your orientation and be your primary contact with your volunteer work. If for any reason you are unable to volunteer at your assigned time, please notify your Volunteer Liaison, or assigned department as soon as possible.

Volunteer Liaison Name

Phone Number

E-mail Address

Assigned Department

About Medina County District Library

Mission Statement

Medina County District Library enriches life in our communities with outstanding and innovative library services for all.

Our Core Beliefs

Knowledge enriches lives.

All people have the right to free and open access to information.

All people have value and worth. They deserve respect and fair treatment.

Medina County District Library values community connectedness.

MCDL Volunteers have the right to:

- Expect tasks that are meaningful to the library.
- Be given appropriate assignments based on skills, interests, availability and training.
- Have a clearly defined position description for each assignment.
- Receive adequate orientation and training for any assignment accepted.
- Receive clear instruction/guidelines about assigned tasks.
- Expect to be treated as a meaningful member of the library team.
- Expect to be informed of any changes in policies or procedures that may affect volunteers.
- Say “no” if unable or unwilling to volunteer for a task.
- Expect a physically safe work environment free of harassment and hostility.
- Receive feedback and evaluation for their performance.
- Expect volunteer records to be kept documenting volunteer experience and hours of service.
- Expect recognition for their donation of time and talent to the library.

MCDL has the right to:

- Decline acceptance of a prospective volunteer if the person seems unsuitable for the available position.
- Release a volunteer if their work is deemed unacceptable or whose skills do not fill a need in the library.
- Require a background check of all volunteers age 18 and older.

Volunteer Opportunities

Not all opportunities are available at all libraries or at all times.

Art Care & Maintenance - Volunteers will be responsible for properly cleaning artwork in the buildings. Training would include a tour of the building to identify all art in the building and a proper cleaning technique and product for each item.

Bookmate - Volunteers will bring the library to our members. Our Bookmate volunteers must be at least 18 years of age, reliable and patient with a friendly smile and sense of humor. These volunteers should enjoy the opportunity to interact with older adults and/or to appreciate the abilities of those with disabilities. Bookmates must have a valid Ohio Driver's License.

Community Relations Office Helper - Volunteers will assist with trimming, laminating, counting and distributing flyers, inventory, peeling vinyl, applying vinyl, prepping magnets, assembling entry boxes, and mug wrapping along with other clerical tasks as needed at the Medina Library and may possibly assist at community events.

Database Entry - Volunteers will assist with entering and maintaining various databases. Volunteers must be experienced with Access and Excel.

Ellison Experience - Volunteers will work with the Professional Resources Clerk at Buckeye Library to assist with providing Ellison die cuts to our branches as requested and to assist with Ellison Day events.

Event Preppers - Volunteers may assist with craft preparation, preparing and tallying "Guess How Many Contests", nametags, bulletin boards, as well as reminder calls pulling of materials from a list, set up and clean up for events.

Friend to the Friends - Volunteers will assist with sorting of materials and set up for the Friends of the Library book sales.

Genealogy Volunteers - Volunteers extract information from newspaper microfilm and help enter obituary information into a library database. They may straighten and dust shelves. These volunteers will be trained by the Reference Staff. Volunteers must be at least 18 years old, able to commit to 2 hours per week, have good handwriting skills, be comfortable using computers and data entry, and be able to work independently.

Green Thumbs and Landscape Lovers - Volunteers will be responsible for plant care within the building as well as clean-up of litter and weeding around the buildings.

Greeter - Volunteers would be ambassadors for our branches. Good customer service skills are a must. During their shift they would be stationed near an entrance to welcome members to the library and point them toward the departments or resources they are searching for.

Volunteer Opportunities

continued

Hold List Helpers - Volunteers would be scheduled in the morning and assist by pulling materials to fill holds requests from the shelves for clerks to process. This person could also pull books from a list for weeding or event purposes.

Holiday Helper - Volunteers will be scheduled to come in the day after a holiday or other very busy time period, to help with unloading the book drops and helping to organize the materials for easier discharging.

Materials Maintenance - Volunteers will be responsible for cleaning materials, replacing damaged cases and relabeling or simple repair of materials, blacking out barcodes on discarded items and straightening shelving areas.

Page Volunteers - Under supervision, page volunteers assist in sorting, shelving and processing library materials for circulation and discharge. They may assist in clerical, maintenance and housekeeping tasks as assigned. This position requires standing, sitting, walking, lifting, carrying and moving materials by hand and on carts. It also requires the ability to lift up to 25 lbs. repetitively, with or without accommodation and the ability to use office equipment and perform light clerical duties. Volunteers must be 16 years of age or older, have the ability to alphabetize and recognize sequences of numbers and letters, and follow both written and oral instruction with an aptitude for detailed work.

Shelf Readers - Following training, Volunteers will be responsible for maintaining the proper shelf order and appearance of an area of the library collection.

Event Specialist - Volunteers will be assigned to specific events and help as needed prior to the event and be on-hand that day as a greeter and to offer assistance.

Student Volunteers - Our student volunteers are those 12 and older or entering 6th grade. Most student volunteers will spend a great deal of time helping with the cleaning of books before moving on to other tasks.

Warm Up Medina County Volunteer - Volunteers will be responsible for sorting yarn donations, organizing blocks into kits, and other miscellaneous tasks.

Window Washers - Volunteers will be responsible for both interior and exterior window cleaning for windows that do not require a ladder.

Many volunteer positions may include a combination of several of the roles listed above.

Policies & Procedures

Orientation - Orientation and training, including a tour of the public and staff areas where volunteers may be working in, will be provided for each volunteer and position. The volunteer assignment and description will be reviewed at this time. Volunteers will be provided with the MCDL Volunteer Handbook.

Attendance - The volunteer liaison will train volunteers on how to log attendance at the beginning and end of each shift. Please report in on time and check in with staff at beginning of your volunteer shift. If you are unable to volunteer during your usual shift, please notify your Volunteer Liaison as soon as possible by calling the department where you volunteer. There may be times when the liaison is not on duty at the time of phone call, but the department can be notified and take a message. Repeated failure to comply may be reason for termination. Volunteer hours are important to the library. We maintain records for our statistics and to report to the state. Should you need documentation of your hours of service we will be happy to provide them. The volunteer liaison reserves the right to adjust or limit volunteer hours based on current library need.

Conduct - Attitude is a little thing that makes a big difference. Volunteers must show exemplary customer service skills to library members and MCDL staff. Please treat others the way you would want to be treated. Once a volunteer has chosen a work schedule, it is expected that he/she will be available at the agreed upon time. If you must miss a work session, please notify the Volunteer Liaison or MCDL Supervisor as soon as possible.

Please refrain from making or receiving land line or cell phone calls, receiving visitors or other interruptions while on duty. This applies to the branch phones and personal cellular devices. Cell phones must remain in silent or courtesy mode during a volunteer shift. Volunteers should refrain from personal use of the computers while on duty.

Do not bring any personal electronic devices (iPods, mp3 players, etc.) or other valuables to the library for security reasons. During orientation an MCDL staff member will acquaint you with where to put your personal belongings. These locations are different at each branch or department. MCDL is **not** liable for lost or stolen personal property.

Volunteers are not permitted to bring their children with them while volunteering on duty. Volunteers are asked to remain in the area of their assignment and notify staff if they will be leaving the area.

Confidentiality - A volunteer may come in contact with information involving, but not limited to, library members, other volunteers, staff and the library as a whole. If, during service, a volunteer encounters such information it should be understood that this information is strictly confidential and should be protected. If the volunteer is not certain information is confidential, he/she should assume that it is confidential or ask the immediate MCDL Supervisor or their Volunteer Liaison for clarity.

The Medina County District Library supports the Library Bill of Rights and both the Freedom to Read and Freedom to View statements which ensure a person's right to use the library and have access to its materials and services.

Policies & Procedures

continued

Customer Service and Directing Member Questions

MCDL refers to its customers as members.

Library staff has received extensive training in the catalog, databases, computer services, customer service and library policies. It is the desire of the MCDL to provide the best possible service to its members and prefers that trained staff answer member questions. In the event a member approaches you and asks a question, promptly direct the question to a staff member. One simple question often leads to another and MCDL wishes that trained staff answer them all. You should direct questions about self checkouts and public computers to a staff member as well. Staff members will answer all incoming phone calls.

Dress Code - Take your lead from the staff at MCDL and dress appropriately for the job you are doing. It is best to neither overdress nor underdress. Casual clothing is fine, but we ask that your attire be neat and conservative and that volunteers be clean when on duty. Volunteers are expected to wear appropriate attire. No extremes such as revealing tops and shorts. The Volunteer Liaison will provide volunteers with MCDL Volunteer nametags. Nametags are to be worn at all times during the volunteer assignment.

Explanation of Tasks - Tasks assigned to volunteers have been set aside specifically for volunteers. Sometimes these tasks may seem boring or repetitive but they are no less important to the library. Staff will make its best effort to provide a variety of tasks but if something is asked of a volunteer, it needs to be accomplished. The Volunteer Liaison will explain new tasks as they arise, however if the Volunteer Liaison is unavailable the volunteer may ask questions of other staff members in the department to which they are assigned. At the end of your shift you should notify staff what has been accomplished during your shift.

Emergency Procedures - Each building has a set of Emergency Procedures in place. In the event the fire alarm sounds, please exit the building as directed. During tornado alarms, please proceed to the designated safe place as directed by a staff member.

Grounds for Volunteer Termination/Resignation - It is our expectation that our volunteers are willing to comply with the responsibilities as set forth on page 3 in this handbook. Failure to comply will be grounds for termination of the volunteer relationship. As a courtesy please notify your Volunteer Liaison should you decide that you would like to resign from your volunteer position.

Recognition - Volunteers are valuable assets and ambassadors for the library in the community. We appreciate all that you do to create the best library service possible. Each year our volunteers are recognized for their contribution. Adult volunteers are typically recognized in April during Volunteer Appreciation Week and student volunteers in August following the Summer Reading Celebration.

MCDL Volunteers have the responsibility to:

- Report for duty promptly, check in with the appropriate staff upon arrival and record their time on volunteer time sheets.
- Inform their Volunteer Liaison as soon as possible if unable to work as scheduled.
- Perform assigned duties to the best of their ability.
- Use time wisely and not interfere with the performance of others.
- Wear a MCDL Volunteer nametag.
- Dress appropriately and be well-groomed.
- Adhere to MCDL rules, policies and procedures.
- Refer member questions to library staff.
- Maintain confidentiality of members.
- Refrain from sharing religious, political, social or other personal views with the public.
- Seek the guidance of staff if unsure of duties.
- Cooperate with staff and fellow volunteers and maintain a positive attitude.
- Work within the scope of the volunteer responsibilities.
- Give notice upon ending volunteer service.

I understand and agree to comply with all responsibilities listed above.

Volunteer's Signature

Date

Guardian's Signature (if under 18)

Date

Thank you for volunteering for
Medina County District Library.

Court Ordered Community Service and Required Community Service

Court-ordered community service can be a regular, dependable source of volunteer assistance. Community service volunteers represent a pool of diverse talent and can become goodwill ambassadors while paying their debt to society. MCDL may accept various court ordered community service, however, certain court ordered offenses will NOT be permitted. All court ordered offenses will be discussed and reviewed on a case-by case basis by the Volunteer Coordinator, MCDL Branch Manager and/or Volunteer Liaison. Contact information for the person assigning the community service must be provided. It is up to the discretion of MCDL to accept or deny any person of volunteer service.

The Medina County District Library will accept persons with misdemeanors in the following categories:

- Driving under the influence of alcohol.
- Under-age drinking of alcohol
- Traffic violations such as driving with no insurance, speeding, parking tickets, not paying traffic fines.
- Trespassing in lawful locations
- Curfew violations
- Any other misdemeanors or crimes deemed acceptable by the Medina County District Library

MCDL Hours and Locations

Medina Library - 330-725-0588

210 South Broadway Street, Medina, OH 44256

Monday-Thursday 9:00am - 8:30pm

Friday 9:00am - 6:00pm

Saturday 9:00am - 5:00pm

Sunday 1:00pm - 5:00pm

(closed on Sundays mid-May - mid-September)

Brunswick Library - 330-273-4150

3649 Center Road, Brunswick, OH 44212

Monday -Thursday 9:00am - 8:30pm

Friday 9:00am - 6:00pm

Saturday 9:00am - 5:00pm

Sunday 1:00pm - 5:00pm

(closed on Sundays mid-May - mid-September)

Buckeye Library - 330-725-4415

6625 Wolff Road, Medina, OH 44256

Monday-Thursday 10:00am - 8:00pm

Friday - Saturday 10:00am - 4:00pm

Highland Library - 330-278-4271 or 330-239-2674

4160 Ridge Road, Medina, OH 44256

Monday-Thursday 10:00am - 8:00pm

Friday - Saturday 10:00am - 4:00pm

Lodi Library - 330-948-1885

635 Wooster Street, Lodi, OH 44254

Monday-Thursday 10:00am - 8:00pm

Friday - Saturday 10:00am - 4:00pm

Seville Library - 330-769-2852

North Center Street, Seville, OH 44273

Monday-Thursday 10:00am - 8:00pm

Friday - Saturday 10:00am - 4:00pm

Bookmobile/Outreach - 330-722-2590

Volunteer Coordinator

Jamie Stilla - 330-769-2852 ext. 2301